Business Communications Manager - Technical Tip

Tip No: **004**

Release Date: **03 March 2011**

Region: **GLOBAL**

Business Communications Manager 450 / 50 – Analog Station Media Bay Module (ASM8+) does not initialize

Problem Description

This Technical Tip is an update to a previously published Product Advisory Alert in July 2009:

An issue was discovered when using an Analog Station Media Bay Module (ASM8 / ASM8+) on the Business Communications Manager 450 (BCM450) or Business Communications Manager 50 (BCM50).

Under certain conditions the module will not initialize when installed into a BCM50 or BCM450 system. Both LED's will flash green and the module will show as *Enabling* in the Element Manager (EM). The root cause has been identified and solution to problem is described below.

This does not affect the Global Analog Station Media Bay Module (GASM).

Expected Scope

The problem will occur when an 8-port Analog Station Module with the original firmware release is installed into a BCM50 or BCM450 system. If the firmware of the module has been upgraded the ASM8 / ASM8+ MBM will boot in the BCM50 or BCM450.

The following product codes may be affected depending on the firmware on the module:

PEC	CPC	Description
NT5B16AAAE	A0803601	ASM8 - 8 Station Analog Media Bay Module
NT5B16AAAF	A0994790	ASM8+ - 8 Station Analog Media Bay Module

The two affected PEC codes above have been manufactured with firmware version 1.0. In order to be recognized by the BCM50 or BCM450 system, the module needs to be at firmware version 2.02 or higher (usually 2.09). The firmware of these modules will have already been upgraded to 2.09, if:

- the module had been installed into a BCM200/400 Rls. 4.0 (GA load)
- the module had been installed into a BCM2007400 Rls. 3.7 with patch "BCM_370.086_CORE.08.0706" or later installed

ASM+ modules which are migrated to a BCM50 or BCM450 from a BCM200/400 Rls. 3.6 or earlier, or from a BCM 3.7 without the required patch, will still be at firmware version 1.0.

Please note that the following GASM product codes are NOT affected by this issue, since they have been manufactured with the required firmware version:

PEC	CPC	Description
NT5B16AAAJ	N0018153	GASM8 - Global 8 Station Analog Media Bay Module
NT5B16AAAJE5	N0073590	

Solution

Two solutions have been identified to enable the older ASM+ MBM on BCM50 and BCM450 systems.

A.) Use a BCM50 Expansion or BCM450 Expansion to update the ASM+ firmware

- Install module in the Expansion units and power up the main unit and expansion unit
- Power off just the expansion unit with the ASM+ MBM, leave the main unit powered on
- Remove the module and flip the dip switch 1 of the mode/region bank to the ON position
- Insert module into the Expansion unit and power it up again and the firmware on the module will be updated.
- After the firmware update the module can be moved to a BCM450 main unit if required

B.) Install module into BCM Rls. 4.0 system or BCM Rls. 3.7 system with the required patch level to upgrade the firmware version on the ASM+ MBM

- Flip the dip switch 1 of the mode/region bank to the ON position
- Install module into a BCM 4.0 or BCM 3.7 system and boot the system up
- After the firmware update the module can be moved to a BCM450 main unit or BCM50 system if required

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